



Trafalgar air offer

TRAFALGAR has warned its \$699 air offer across all of its 97 trips through Europe and Britain for 2017/2018 is selling quickly, and is urging agents to take advantage of the deal.

The fare involves flights from all major capitals - **CLICK HERE**.

High hopes for SQ, LH JV

A **NEW** alliance launched this month between Singapore Airlines and the Lufthansa group is one of the biggest commercial deals ever for LH in Australia, with both carriers expecting it to deliver significant benefits.

The metal-neutral pact sees the airlines share revenue on flights to destinations in Germany, Austria, Switzerland and Belgium, and has already improved connectivity to some Australian destinations such as Adelaide.

Singapore Airlines' recently appointed manager of sales planning & development in Australia, Chin Yu Tan, told **Travel Daily** this morning the agreement offers full combinability between

Singapore Airlines, Silkair and Lufthansa Group flights, with coordinated fares to over 30 destinations across Europe.

Lufthansa country manager Anil Rodricks said the deal "allows us to leverage on the strengths of Singapore Airlines as lead carrier in this market".

Key benefits cited include the ability to offer Premium Economy all the way through to Europe, more convenient bookings for the trade, better schedules and significantly improved seat availability, he said.

Rodricks said the carriers hoped to "inspire more travel" into the four home markets of Germany, Austria, Switzerland and Belgium, and would be working closely with the tourist offices of each country to boost visitation.

Tan added that the carriers' respective corporate discount offerings have also been harmonised under the deal.

Melia Sol shine

MELIA Hotels is highlighting its four new concepts in beach destinations including holidays for the family and for adults only.

Concepts include Sol resorts, Sol house, Sol beach house and Sol Katmandu Park & Resort - see more on **page eight**.

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- Melia Hotels
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FIND OUT MORE





Aussie dies in Kenya

AN AUSTRALIAN woman has been killed during a bungled bag-snatch while walking home in the Kenyan capital of Nairobi.

Gabrielle Maina, who was working in the city as a teacher, was shot after her purse was grabbed by a motorcyclist.

Rodriguez joins Ponant

FORMER Crystal Cruises ceo Edie Rodriguez has been appointed as Americas brand chairman and corporate special advisor to Ponant Cruises.

The effervescent Rodriguez had led Crystal Cruises for about three years when her surprise departure was announced last month (**TD** 18 Sep).

She was replaced at Crystal by former Disney Cruise Line executive Tom Wolber, saying at the time "I resigned for a fabulous new opportunity that I'll be announcing soon".

The cat is now out of the bag, with Rodriguez tasked with increasing Ponant's brand awareness in the Americas "especially with professional networks including travel agencies, media, influencers and prospective passengers".

"I have known Ponant for the last ten years as they have led the global expedition cruise industry expansion, and I have always thought that their ships are perfectly appointed to deliver an unmatched cruise experience.

"I am proud to help the Ponant brand achieve recognition and realise its ambitions for growth in USA and the Americas at the level

it deserves," Rodriguez said.

Ponant is undergoing rapid expansion, with four new sister ships under construction which will almost double its fleet.

Le Laperouse and *Le Champlain* will join the fleet next year, followed by *Le Bouganville* and *Le Dumont-D'Urville* in 2019 which together will see the cruise line significantly expand its range of destinations.

In Australia Ponant has also grown rapidly in recent years, establishing a local office (**TD** 07 Feb 2014) led by Monique Ponfoort and appointing Orion Expedition Cruises founder Sarina Bratton as Asia-Pacific chair and special advisor.

EK to showcase F, J at Melbourne Cup

GUESTS lucky enough to be invited to the Emirates Marquee for the upcoming Melbourne Cup racing carnival will be able to experience the carrier's signature First class and Business class without leaving the ground.

The carrier today unveiled the highly anticipated theme for this year's Birdcage marquee, with EK divisional vice president Barry Brown saying the venue would focus on the recently relaunched cabin product.

The marquee will transport guests on board into an "oasis of style and luxury" with a First class dining experience and a replica of the on-board A380 lounge.

Gong for APT mag

THE 'Voyage' print magazine produced by APT for its customers has taken out the award for Best Custom Publication at the annual Mumbrella Publish Awards.

Other contenders in the category included the Qantas Magazine and the Coles Magazine.

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SYD Dom pax drop

SYDNEY Airport has reported a slight decline of 0.8% in domestic traffic to 2,269m in Sep from 2,287m in Sep 2016.

SYD md & ceo Kerrie Mather said the decline was "due to adverse weather events & a strong prior corresponding period".

Over in the International Terminal, traffic grew by 7.1% in the month to 1,317m from 1,230 million in Sep 2016.

Int'l growth was largely fuelled by Chinese arrivals (up 21.9%) and Aussie travellers up by 7.9%, while NZ traffic was down 4.8%.

Overall traffic grew at the airport by 2% in Sep to 3,587m.

Travelmarvel Jordan

TRAVELMARVEL will head to Jordan for the first time, the company has revealed in the release of its 2018 Egypt and Jordan brochure.

The program includes the 18-day Treasures of Egypt & The Nile with Hidden Jordan, which includes visits to the monuments and hidden gems of both countries, such as the Pyramids of Giza; the Great Sphinx; and The Valley of the Kings.

The Jordan leg of the journey heads to Petra, the capital Amman and the Dead Sea.

The itinerary is priced from \$7,995 per person, twin share.

Peugeot Leasing
2018 Earlybird
[Click here >](#)

DriveAway
Holidays



TIME in Melbourne

THE Travel Industry Mentor Experience (TIME) recently hosted a network event in Melbourne to spread the word in the city about the initiative.

TIME brought together guest speakers Robyn Nixon, general manager of Peregrine Adventures, and Karsten Horne, ceo of Reho Travel, with 29 industry professionals.

The TIME network will next gather in Sydney on Wed 25 Oct to celebrate the graduation of program intake number 26.

QF to replace 737s

QANTAS is weighing up the Boeing 737 Max and Airbus A320 families to replace its Boeing 737-800 domestic fleet.

QF Group ceo Alan Joyce told *The Australian* that Boeing and Airbus options would be considered over coming years.

Currently the QF group has 99 A320neo's on order.

See **page four** for coverage of Qantas' *Dreamliner* arrival.

SQ mobile pay

SINGAPORE Airlines has introduced Android Pay and Apple Pay mobile payment services to the SingaporeAir app.

Under the change, customers are able to use the app to pay for air tickets, redemption booking-related fees or for other purchases, such as preferred seat selection and travel insurance, at the time of booking.



Window Seat

A TRAVELLING hedgehog called Azuki has captured the hearts of Instagram with his camping trip.

The Japanese Instagram star sports over 208k followers and delighted fans earlier this month by embarking on his first camping adventure.

He headed into the wild well equipped, with photos capturing him laying about in a hedgehog-sized tent, cooking up a storm on a mini BBQ & settling in for lunch and a spot of tea at a teeny tiny table (**pictured**).



CT partners conf

INDEPENDENT corporate travel group CT Partners will hold its 14th annual conference at the Mandarin Oriental Hotel in Bangkok from 30 Oct.

The three-day event will be themed "Setting Goals to Change" and will see 33 delegates from CT Partners' management and members in attendance, plus 39 supplier reps, making the event the group's biggest conference to date.



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UA shares slump

BACK to back natural disasters in the US and Caribbean have wiped US\$185 million from United Airlines' 3Q17 income.

Shares slumped 12% after ceo Oscar Munoz told investors the company has dug itself into "a little bit of a competitive hole" over its performance.

Overall, UA reported a net income of US\$637 million in the third quarter, which was down 34.0% from US\$965m in 3Q16.

UA cancelled 8,300 flights as a result of severe weather in the South and the Caribbean.

Senegal warning

DFAT is advising travellers to be vigilant when visiting hotels frequented by Westerners in Senegal, after reports of a credible terrorist threat.

Smarttraveller says do not stay at seaside hotels in Dakar until Dec.

Marriott counsel

MARRIOTT International has appointed Rena Hozore Reiss as executive vice president and general counsel from 04 Dec.

Reiss will report to president and ceo Arne Sorenson.

She was most recently exec vp, general counsel and corporate secretary at Hyatt Hotels.

Hanseatic keel laid

THE keel for Hapag-Lloyd Cruises' new expedition ship, *Hanseatic inspiration*, has been laid during a ceremony at the Vard shipyard in Romania.

The ship will be handed over to Hapag-Lloyd Cruises in Oct 2019, which will be followed by her maiden voyage later that month.

inspiration will accommodate up to 230 guests, and only 199 guests on Antarctic cruises.

The official brochure for the ship will be released in Jan 2018.

Qantas 787 touches down



THE "game-changing" Qantas Boeing 787-9 *Dreamliner* officially touched down in Sydney this morning, cutting an impressive shape through the dark clouds above Kingsford Smith Airport.

Once safely on the tarmac, celebrations were in full swing, with the newly-christened 'Great Southern Land' jet warmly welcomed to the fleet with a live performance from Aussie band Icehouse, who belted out their iconic hit whose name now adorns the aircraft's fuselage.

A chuffed Alan Joyce disembarked from the *Dreamliner* to greet the crowd, notable among them Foreign Affairs Minister Julie Bishop and Minister for Infrastructure and Transport Darren Chester, before addressing the media in Qantas Hangar 96.

"We've taken delivery of hundreds of aircraft in our 98-year history but only a few of them have been game-changers

like this one," Joyce said.

"Boeing has given us an amazing aircraft that can fly from Perth to London nonstop, the first time the two continents have ever been connected...and that collaboration will go one step further with the challenge to do the same with 'Project Sunrise' by 2022."

A familiarisation phase will kick off initially, with the new *Dreamliner* to serve a number of domestic routes before taking off on its first international jaunt from Melbourne to Los Angeles on 15 Dec.

The direct flights from Perth to London launch in Mar.

Julie Bishop approached the stage briefly to congratulate Qantas on the new arrival.

"By investing in these *Dreamliners*, Qantas is demonstrating its confidence and optimism in the Australian economy," Bishop said.

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No agencies please.

Travel brands invest in print



PRINT remains a key part of the marketing mix with leading travel companies reaffirming their commitment to catalogues, magazines and print ads at the 2017 Publish conference in

Sydney yesterday.

The conference, staged by Mumbrella, saw panellists from APT and Flight Centre speak about how they were investing in print to win new business and keep customers loyal.

"The notion of the rise of digital has meant the demise of print, well I don't think so," said Fiona Corsie content marketing manager APT Travel Group.

"If it's really good quality, print has a place in people's lives particularly in the travel space because it's something people are most passionate about."

Flight Centre Travel Group content and publications manager Cassie Laffey said the company's catalogues and magazines had undergone a major strategic change in 2015.

"We didn't really have anything at the customer dreaming and inspirational stage, so we set up Travel Ideas, a highly engaging magazine which is designed for a shelf life of one to two years and helps the customer along the path to purchase," she said.

Both travel companies agreed print was important to brands and their credibility, with well-produced content the key.

Pictured are Fiona Corsie content marketing manager, APT Travel Group; Cassie Laffey content & publications manager, Flight Centre Travel Group; and Natalie Taylor national sales director, BlueStar Group.

Uncover northern France through its museums in the October issue of *travelBulletin*.

CLICK to read
travelBulletin



New reef pontoon

Cairns-based Sunlover Reef Cruises will launch another new activity pontoon on the outer Great Barrier Reef in Dec.

The pontoon will offer a Half Day Arlington Reef Tour with activities including snorkelling, visiting an underwater observatory, marine life tank presentations, glass bottom boat tours, fish feeding and more.

There will also be optional activities such as certified scuba diving and heli-scenic flights.

Family travel on air

ONLINE family travel platform Bound Round yesterday launched a web series called Families of Australia which will also be available on Virgin Australia's in-flight entertainment system from 01 Dec.

The series will include 35 family experience videos which are designed to encourage families to explore Australia.

Long-form episodes will be released on Virgin Australia's flights each quarter.

Women Xmas affair

WOMEN in Tourism will hold its inaugural Christmas party at Wayward Brewing Co. in Camperdown, Sydney on 17 Nov.

Charity partner Dress for Success Sydney will host a booth and the event will be catered by Exodus Youth Work.

Tickets are \$20 plus a booking fee, to book **CLICK HERE**.

Raffles in Warsaw

RAFFLES Europejski Warsaw, Poland will open in early 2018, offering 106 rooms and suites in a 160 year old building.

The restored building was built in 1857 & will offer the largest suites in the city, with the Raffles Suite spread across 293m².

It is located on the "Royal Route" in the city centre, neighbouring the Old Town.

Technology Update

Today's Technology Update is brought to you by **Excite Holidays**.

Streamlining the Ferries booking process



Regular users of Excite Holidays will have no doubt noticed that over the last few months there have

been a number of updates to the look and feel of the booking platform. This process began with our popular hotel search, and most recently, our activities search. These updates were built with the feedback of our agent partners, and continue to be refined over time. The feedback on both of these updates has been extremely positive, as they are both easier to use, and aim to save agents valuable time as they refine their selections from more than 250,000 hotels and 50,000 activities.

In the spirit of continued innovation, we are currently working on refining our Ferries booking system to deliver the same level of search efficiency and ease of use. These changes will be rolling out very soon, and we are extremely excited to be able to offer our agents a booking experience that will be simple, fast and with instant confirmation. As always, we welcome agent feedback on all of the refinements we make, as we aim to build a booking platform that truly lives up to our motto: Made for Agents.

Nicholas Stavropoulos - Executive Director, Excite Holidays

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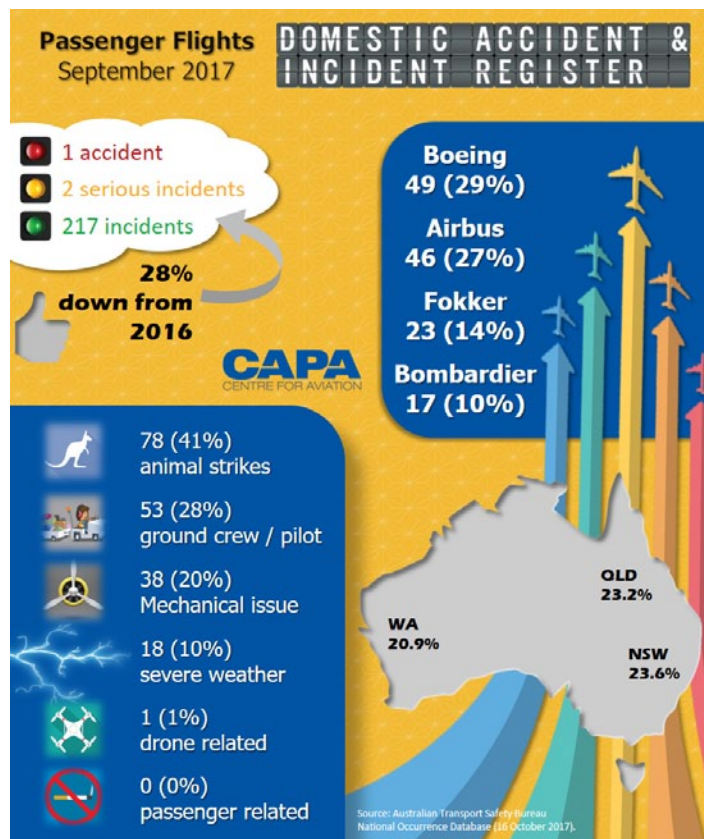
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Travel Daily
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CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



THE Australian Transport Safety Bureau released the Sep 2017 Domestic Accident and Incident Register highlighting a considerable drop in occurrences from 2016. While the 28% decrease year-on-year equates to almost 60 fewer incidents, when looking at the full year's data (Oct-Sep) the decrease in incidents is only 1.3% compared with the same period the year before.

Once again, animal strikes top the list of causes with close to half of the total incidents. Interestingly, New South Wales, Queensland and Western Australia each had approximately 20% of the total incidents despite vastly different departing frequencies of flights.

CORPORATE UPDATE

Bookings going 'rogue'

BUSINESS travellers continue to defy travel policies in their hotel choices, according to a study by Expedia's business travel arm Egencia which found widespread "rogue booking".

The Egencia Business Travel and Technology Survey found 60% of companies have a travel policy in place, but more than half of business travellers are still able to book travel using any method they choose.

It says 46% make their own choices for hotel bookings, and that to reign in rogue bookings companies need to consider relevant and clear policies and give incentives for adherence.

"Business travellers book out-of-policy because either they could not find a hotel close enough to their destination (37%), or found a better price or hotel within their per diem (37%," the study says.

"With this in mind, providing relevance in a travel program means surfacing a selection of hotel choices at the top of their online search results that are tailored to the needs of the business travellers."

Monetary rewards were the most likely incentive to encourage

travellers to book within their policy, Egencia said.

Sixty-two percent of business travellers said they would choose within policy if they received a percentage of savings and an additional 60% would comply if they received funds they could apply to other travel options.

China budgets up

THE CITS American Express Global Business Travel 2017 China Business Travel Survey has revealed that 31% of Chinese companies expect travel budgets to rise over the next year.

The figure reflects increasing business confidence, as only 17% of respondents predicted budget growth in last year's survey.

CITS AMEX Global Business Travel vp Kevin Tan said the survey gave a strong indication that Chinese businesses were recognising opportunities in the global economy.

China's Belt and Road Initiative is also spurring growth for international business travel.

The survey also reported that a number of companies were planning to cut internal meetings.

Transit challenge

CORPORATE travel managers are becoming increasingly frustrated with traditional approaches to sourcing hotels, and are supplementing their programs with new dynamic systems, according to research by the Association of Corporate Travel Executives (ACTE).

The association's study, New Approaches to Hotel Sourcing, was mounted in conjunction with BCD Travel and says that despite technology streamlining other areas of travel, hotel sourcing "is stuck in the pre-digital era".

It says many corporate travel managers continue to pursue the resource-intensive annual request for proposal (RFP) process.

More than half (56%) of survey respondents plan to source more than 50% of their room nights via RFP and 29% will use RFPs to source at least three quarters of their rooms.

Amex GBT email address changes

AMERICAN Express Global Business Travel has confirmed that effective 15 Jan 2018 all of its email domains which end in @aexp.com will change to @amexgbt.com.

All prefixes that reference American Express, AMEX or AXP will also change - for example amex @aexp.com will become gbt@amexgbt.com.

The planned email address change will only impact American Express Global Business Travel employees and travel related mailboxes, the company said.

Industry partners are urged to communicate internally to their organisations that the email migration will take place on 15 Jan next year, and ensure that IT departments are aware of the revised migration date.

Old domain emails will be auto-forwarded for six months.

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Friday 20th October 2017

LCCs dominate

SPAIN is the top European country for low-cost carriers, which control a majority of its aviation market share, according to research by Europair.

It reports that low-cost carriers control 55% of Spanish air traffic, with the UK next at 54%.

LCCs control between 40% and 50% in Italy, Poland and Germany.

Despite this, Europair concludes legacy carriers remain on top in Europe with a 59% market share.

Sonoma open

SONOMA County Tourism says the region is back in business in the wake of bushfires that swept through the Californian region.

Attractions including Bodega Head and Sonoma Plaza are open.

Club Med Ho Tram

CLUB Med has unveiled plans to build a new resort to open in 2021 in Vietnam.

The Club Med Ho Tram will be located in Vung Tau Province in southern Vietnam and is 90 minutes from Ho Chi Minh Int'l.

The new resort will have 300 rooms, several restaurants and a bar serving a free flow of drinks and alcoholic beverages.

Myanmar blaze

THE iconic Kandawgyi Palace Hotel in Yangon, Myanmar, caught fire on 19 Oct, causing damage throughout the property.

Asian Trails Myanmar confirmed none of its clients were at the hotel and that it would no longer offer the property to its guests.



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Book before 31 Dec and save up to \$650pp on **Adventure World's** nine-day Jewels of the Lower Mississippi adventure from Memphis to New Orleans. Call 1300 363 055 for more.

Iririki Island Resort & Spa is offering five nights for \$750ppts as part of its Mate's Rates promo. Packages include daily buffet breakfast, two dinners & two massages. Available for a limited time - [CLICK HERE](#).

Port Stephens resort **Marty's** at Little Beach in NSW is offering 10% off. The deal is valid for a min two-night midweek stay, available until 12 Dec. Guests will receive a free bottle of wine on arrival. Call 02 4984 9100.

Creative Cruising clients can save up to \$2,000pp when booking the 18-night Christmas & New Year in the South Pacific cruise package by 14 Nov. Visit creativecruising.com.au for more.

The Moorings and Sunsail are offering 10% off skippered and bareboat yacht charters in Thailand and Tahiti if booked by 30 Nov. The offer is valid for charters of seven days minimum. - Call 1800 553 720.

Save 30% off a minimum four-night stay at **Vomo Fiji's** The Palms four-bedroom private beachfront residence. Sale ends 30 Nov. [CLICK HERE](#).

Scenic is running its Luxury Sale until 15 Dec offering discounts of up to \$1,500 per couple. The promo also includes fly free deals on select departures of the 15-day Jewel of Europe itinerary. Visit scenic.com.au.

UEFA hotel deal

BOOKING.COM has signed a four-year global partnership with the Union of European Football Associations (UEFA), as the official accommodation and attractions booking partner.

The deal covers all UEFA National Team Football Competitions from 2018 to 2022.

UEFA's partnership with Booking.com covers 10 competitions and more than 500 matches across Europe.

Youth push in WA

TOURISM Australia's new global youth channel, Aussie News Today, has undertaken its first WA assignment on Rottnest Island and in Fremantle.

The online youth channel is part of a \$5 million Tourism Australia campaign providing a tongue-in-cheek news, featuring stories from across Australia directed at markets around the world.

The push will initially target the UK, France, Germany & Italy.

Delta A350 plans

DELTA has scheduled its flagship A350-900 aircraft on one of four daily flights between Detroit and Amsterdam's Schiphol Airport from 31 Mar.

AMS will be the first trans-Atlantic destination for Delta's A350 network.

The airline will also deploy the aircraft on the Detroit to Shanghai service from 19 Apr.

DL had previously unveiled plans to fly A350s to Tokyo-Narita, Seoul and Beijing from Detroit.

Cook to fly Spain

THOMAS Cook Airlines plans to set up a new Spanish airline from early 2018.

Named Thomas Cook Airlines Balearics, the carrier will be based in Mallorca in the Mediterranean.

The airline will commence operations with three Airbus A320s, which will then carry out charter flights for Condor.

Thomas Cook hopes the move will reduce airfares for travellers.

Win a trip to SABAH



This month Royal Brunei Airlines, Sabah Tourism and Sutura Harbour Resort are giving travel agents the chance to win a trip to Sabah.

Prize includes:

- Economy return airfares for two on Royal Brunei Airlines
- Three nights accommodation at Sutura Harbour Magellan
- A North Borneo Sunset Cruise for 2

To win, send through a photo showing us why Royal Brunei Airlines and Sabah are your ideal escape?

Send your entries to rba@traveldaily.com.au



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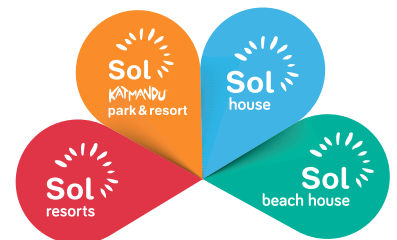
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Melbourne, \$70k + Super, Ref: 3117HC1

An exciting new role has become available for a Customer Implementation Manager to join a leading TMC. If you have this type of experience then this role could be what you are looking for. Your main responsibility is to manage the new customers providing excellent customer service through the implementation process. You will project manage customer implementations working towards deadlines. For this role, experience within the travel industry and industry systems is highly regarded.

For more information please call Hannah on
(03) 9988 0616 or click [APPLY](#) now.

Luxury Travel Designer

Gold Coast, OTE up to \$75k, Ref: 3081SZ1

Our clients are looking for a consultant that wants to be a part of the team to build a dream holiday package for the customers. This role does have sales KPI's to achieve however, the main focus will be to provide exceptional service to customers a dream holiday that will be booking predominately high end & luxury packages. You will be working Mon-Fri 9am-5pm. Proficiency in a GDS is required and at least 2 plus years' experience in retail with a want to move away from the pushy sales mentality.

For more information please call Serena on
(07) 3123 6107 or click [APPLY](#) now.

Wholesale Product Specialist

Sydney, Up to \$65k + Super, Ref: 3107PE1

It's that "Contracting" time of year and I am looking for talented travel industry product specialists that are looking for an exciting new challenge. This new role incorporates working on land and cruise product within Australia's top travel companies. Your daily duties will include rate loading, rate negotiation, brochure production and putting together fantastic specials during busy periods, Product roles are rare & highly sought after, jump on this change today before it's gone!

For more information please call Paul on
(02) 9119 8744 or click [APPLY](#) now.

Senior BDM – Wholesale Leisure

Melbourne, \$95k Package, Ref: 3089MC1

My client is seeking a Senior Business Development Manager with an existing network in leisure travel to lead their team in Victoria. Relationship building and maintain rapport with prospects is the key to this role. You will have sound knowledge and experience in the wholesale leisure travel market and be able to identify commercial opportunities. It is essential you have confident communication skills and should be highly motivated with a positive attitude and a fantastic sales track record.

For more information please call Meg on
(03) 9988 0616 or click [APPLY](#) now.

Experienced Travel Consultant

Sunshine Coast, Lucrative Salary Structure, Ref: 1990AW1

Our client is a successful independently owned Travel Agency, looking for a customer focused and sales driven consultant. On a daily bases you will be working with both international and domestic product; including flights, cruise and tour packages. The ideal candidate will be customer service focused, with a positive can do attitude and willingness to work within a team. Having a natural sales affinity, ability to interpret customer requirements and experience using GDS such as Amadeus, Galileo or Sabre; the successful candidate will enjoy a fantastic work life balance.

For more information please call Amanda on
(07) 3123 6107 or click [APPLY](#) now.

Travel Consultant

Perth, \$40-48k + Super, Ref: 3119PE1

A new position has opened in Perth for an experienced travel consultant looking to focus on high end bookings. This Monday – Friday role in a small but experienced and friendly team is offering a highly competitive salary up to circa \$50k for the right candidate. A loyal clientele following providing repeat bookings and a supportive team makes this a sought after position. I am looking for at least 7 years travel industry experience. We are commencing interview shortly so don't miss out!

For more information please call Paul on
(08) 6365 4313 or click [APPLY](#) now.



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